*your **PC** user guide

Using your Reload CD (If supplied)

If you encounter unrecoverable problems with your system, then this Reload CD will be able to set your system back to how it was when you first switched it on.

However, before using this CD please ensure that, where possible, you have made back-up copies of all your personal data as the hard drive will be set back to its factory settings, and all data will be wiped.

Instructions

1. Log your system off

2. Insert the CD into the CD drive, then restart the PC/Notebook.

3. You will then be presented with a screen giving the following options:

R – Restore (start the restore process)

S – Repair Boot Sector (make the drive bootable)

D – Details (this gives information on when the reload was last run, which may be needed should you call technical support)

C – Cancel (abort the reload process)

To proceed with the reload you should choose R – Restore,

If you realise you have not backed up your data then you can choose C – Cancel, which will allow you to abort the reload process and you can then copy your data.

If you encounter an error message stating that the system is incapable of accepting this method of reload, then please check the disk for dirt/scratches and repeat the process above to try again.

4. Once the Reload process is running it will take approximately 30 minutes depending on the size of your hard drive.

5. Once the process has finished, please ensure that you remove the reload CD before restarting. It is important you do this otherwise the reload process will begin again when you switch the system back on. If during the reload process you encounter any problems then please telephone the technical support telephone number.

Welcome!

This User Guide will tell you all you need to know to get your new PC up and running quickly and easily.

Please take a few moments to read through this manual as it also explains how to use all the different parts of the PC and will answer the questions most commonly asked by our customers.

Whilst every care is taken to keep this manual up-to-date, some of the features described may not be applicable to your particular system.
If this is the case, additional printed documentation may be supplied.
Alternatively, it may be in electronic format on CD or as 'help' files on the hard disk drive. For the latest information you should sign up for your free Supanet account (UK only) and visit our web site, www.supanet.com

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Getting Started in Windows!

Windows is the interface between you and the computer. It is pre-installed onto the computer and has an easy to use graphical display. If you have used a PC (Personal Computer) before and are confident in using Windows XP you can just dive straight in and explore. You can always come back to this guide later on.

If you are new to computers this chapter will give you enough information to start using Windows and points you to some of the many places where you can find help and advice.

The Mouse

You will need to use the mouse usually along with the keyboard in all Windows applications.

Using a Mouse

You **Point** the mouse by moving it to an area or item on the screen, where the on-screen pointer changes to an arrow or a hand.

You **Left Click** the mouse by pressing and quickly releasing the left mouse button on an icon on the desktop or in a menu. Usually, the colour of the icon will change to show that it has been selected.

• You use the **left** button to select an object or function.
• You use the **right** button usually to bring up a menu of choices.

Sometimes you will need to Double Click with the left button on something to make it work:

You Double Click on an item by pressing and releasing the mouse button twice in quick succession. This action generally will 'open' that item.

To 'run' a program, or 'open' a file or folder, place the mouse pointer over the item and double click. If you double click too slowly Windows may think you have performed two normal clicks and nothing will happen.

You can adjust the speed needed for the Double Click to work if necessary, search in the Windows Help and Support for Double Click for more information.

Sometimes you may want to move an item from one place to another; this is called dragging and dropping:

You **drag** an item by pressing and holding down the left button on the item, and then by moving the mouse, making sure not to let go of the left button.

You drop the item by releasing the left button when you have reached the destination.

The Intellimouse

The 'Intellimouse' has a wheel between the two buttons.

This wheel helps you to view pages of text in a document, or pages on the Internet that are larger than your monitor screen.

You can rotate the wheel up and down to scroll around a window or sometimes even zoom in and out (magnify).

Depending on the application you can click the wheel to change the direction of the scroll or to start another function.

The Keyboard

The keyboard is very similar to a standard typewriter keyboard but may have some extra keys for special functions:

You can use:

(A) The Function Keys or 'F' Keys:
The 'F1' to 'F12' keys along the top of the keyboard are used as a quick way of performing specific tasks such as printing a document, summoning the on-screen help menu, or saving a file.

(B) The 'Cursor' or 'Arrow Keys':
This is used for moving the cursor or highlight.

(C) The 'Esc' or 'Escape' key:
These are used to exit, or 'escape', from a menu or application.

(D) The 'Windows' key:
This is used to bring up the 'Start' menu on the Windows desktop.

(E) The 'Right Click' key:
This is used to open a menu of additional functions.

(F) The 'Space Bar':
This long bar at the bottom is usually used to create spaces between words or letters in a document.

(G) The 'Delete' key:
This key allows you to delete letters or words, or even whole paragraphs in a document.

(H) The 'Carriage Return' Key:
The 'Return' key can be used to create a new line when typing a document, just like a normal typewriter. It can also be used to select 'OK' (Yes) whenever an application asks for input.

The Euro symbol:
On most keyboards this can be accessed by pressing the number '4' key located just underneath the 'Function Keys' whilst simultaneously holding down the 'Ctrl' key which is located at the bottom right of the keyboard and the 'Alt' key which is near the 'CTRL' key or by holding down 'Alt Gr' which is to the right of the long 'space bar' and pressing the number '4'.
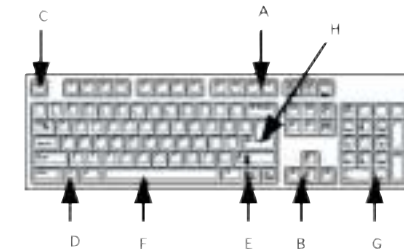
Wireless Internet Keyboard and Mouse

Some PCs are supplied with this type of keyboard

Connecting to the computer:

• Make sure the computer is **turned off.**
• Plug the receiver unit leads into the keyboard
  and mouse ports at the back of the PC.
• Try to locate the receiver unit away from any electrical
 devices, including the PC.
• Turn on the computer.

Batteries:

• Insert two AA batteries inside the battery
  compartment of the keyboard.
• Insert two AAA batteries inside the battery
  compartment of the mouse.

The Location of Keyboard and Mouse ID setting:

• The receiver unit ID switch is on the top of the receiver.
• The keyboard ID switch is on the underside of the keyboard.
• The mouse ID switch is on the underside of the mouse.
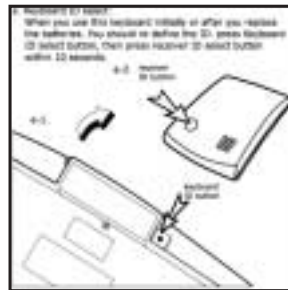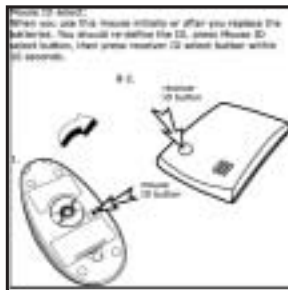
To initialize the keyboard and mouse:

• For best results make sure the receiver and mouse/keyboard are close together.
• Press and release the receiver unit ID switch.
• Then within five seconds press and release the **keyboard ID** switch.
• Press and release the receiver unit ID switch.
• Then within five seconds press and release the **Mouse ID** switch.

! Note: If either the mouse or keyboard are not working, repeat all steps from the beginning.

Check that the batteries are correctly installed. Please replace batteries if necessary.

! NOTE: The model shown above may not be the model provided with your PC. For further information refer to the keyboard and mouse setup guide included with your order.

The Windows XP Desktop

After preparing Windows and setting up your Internet account, your Desktop will look something like this.

! NOTE: To speed things up a bit, from now on, if you are not advised specifically to Double Click with the mouse, or Right Click, then assume all Clicks are single Left Clicks, which are performed with the Left Mouse Button.
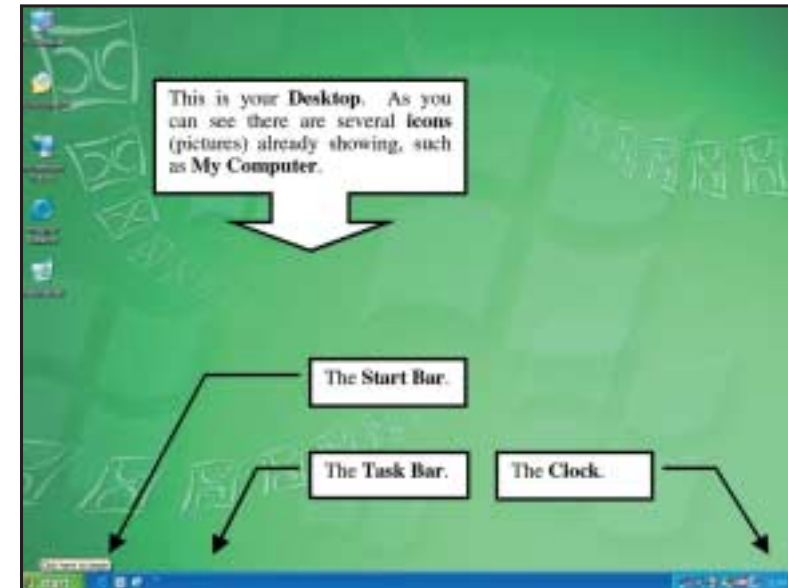
Everything Starts from the Desktop:

With the mouse, click the 'Start' button to bring up a menu of programs and applications. If you cannot see the program you want in this menu, click on 'All Programs' to reveal the rest of the programs and further menus.

If you move the mouse over an icon or button on the desktop and without clicking leave the mouse to hover a Windows Popup will give you information about what it is, these Popups are called Screen Tips.

User Accounts

Each user of the PC can have:

• A personal account, with a logon name and password.
• A personal folder to store their documents.
• Personalised desktop settings and appearance.

There are two types of account:

Administrator Account:
The first account setup in Windows XP has Administrator privileges.

The Administrator is usually a parent or a responsible person who is in charge of the PC.

Accounts created with administrator privileges can:

• Create, change and delete all user accounts.
• Make changes to the PC that will affect all the users of that computer.
• Install programs and have access to all files on the computer.

Limited Account:
A Limited account is best for children or occasional users of the PC.

• Users with this type of account can:
• Change their own account details only.
• Change their own desktop settings.
• View their own files or those in the shared files folder only.

Limited users may not be able to install some programs.

! NOTE: You do not have to set up multiple users if you do not want to. Without them, the PC will start up using the logon name you supplied during initial Windows setup.

Adding an account

From the Desktop

• Choose 'Start',' Control Panel' and 'User Accounts'.
• Click on 'Create a new account' and then, type in a name for the Account.
• Choose an Administrator or Limited Account.
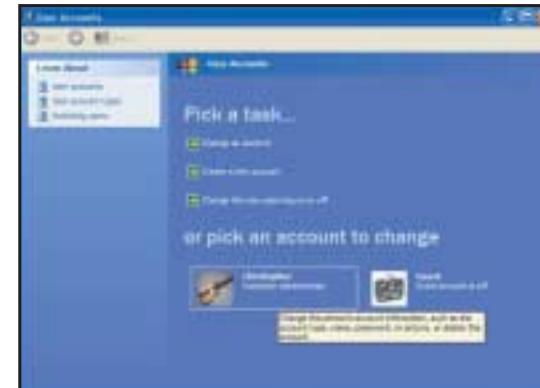
Creating a password
If required, click on 'Create password' and follow the on-screen instructions.

! NOTE: Remember that passwords are case sensitive – the PC will see 'password', 'PASSWORD' and 'Password' as three different words.

Running Programs

Click 'Start' for the program menu.

From here you can:
• Launch Internet Explorer or Outlook Express.
• See your most recently used programs.
• Open your personal **'My Documents'** folders.

Click on **'All Programs'** to see the other programs on your hard drive.

For example:
• Click on **'Start'** to load Tour Windows XP
• Move the pointer to **'All Programs'**
• Move to **'Accessories'**
• Click on **'Tour Windows XP'** to start the tour.
• Click on the **'Exit'** button to stop the preview at any time.

! NOTE: Certain programs are for use on versions of Windows released prior to XP. These programs may need to be run in Compatibility Mode to ensure correct operation.
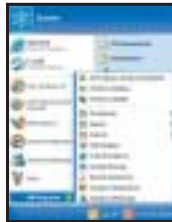
Type 'Compatibility Mode' into the XP Help and Support page for further details. This can be launched from the Start Menu, or by pressing F1.

Installing Additional Software

You need to install any extra software on CD-ROM supplied or bought at a later date onto your computer before you can use it. You should always follow the instructions supplied with the software.

! NOTE: Only users with Administrator accounts should install software. Programs may not install correctly from Limited accounts.

Most Windows CD-ROM disks will automatically start to play or 'auto-play' when you put the disk in the drive. If the currently logged on user has only a Limited account this screen appears. Select an account that has Administrator privileges before installing the software.

General advice on Installing Windows Applications:
• Close any Windows programs that may be running.
• Insert the CD-ROM disk containing your new software.
• Click on 'Start' and then 'Control Panel'.
• Double Click on the 'Add/Remove Programs' icon.
• Click on the 'Add new programs' button.
• Choose 'Add a program from floppy disk or CD-ROM'.
• Click 'Next' to install the software onto your PC.
• Click on the 'Finish' button to finish the installation.

Follow the instructions that appear on screen and accept the default locations the software suggests, or follow the recommended instructions in the software manual.

! NOTE: After they have been installed most programs will create their own entries under 'Start' and 'All Programs' which you need to click on to run your new software.

Installing Games Software:
You can load and run most new and recent games in Windows but always follow the instructions provided with the game for installation and troubleshooting advice.

Requirements
First check the system requirements of any game:

(RAM) Memory: e.g. 256MB
(CPU) Processor speed: e.g. 800Mhz
Graphics card: e.g. 32MB 3D Accelerator
Version of Windows: e.g. Windows98, Millennium, Windows XP.
Compatibility: e.g. Not Compatible with Windows NT 4.
Additional Software   e.g. DirectX v8.1

Some game manufacturers supply two sets of specifications, one is the bare minimum and the other is recommended for the game to play at its best.

Games software requires more and more power as time goes by, and at some point you may need to upgrade your graphics card for these games to work properly, you may also need to upgrade other components such as RAM, CPU or even Hard Drive Space to install the games. Should you require an upgrade please contact our technical advisors using the number supplied in your warranty pack.

Microsoft Direct X:
DirectX is pre-loaded on your PC as standard. Some older games may also be supplied with a version of Direct X and you may be asked if you wish to load this during the installation process. To check what version of Direct X you have on your system, Click on 'Start', 'Run' and type in 'dxdiag' this will open the Direct X diagnostics tool and the version number should be displayed on the first tab.

! IF IN DOUBT ALWAYS SAY 'NO' TO INSTALLING DIRECT X.

Windows XP Home Edition – Compatibility issues

Windows XP is an operating system from Microsoft, and is available in two versions:

Windows XP Home Edition - Consumer/Home orientated

Windows XP Professional Edition - Business/Corporate orientated

A major support issue with Windows XP is compatibility with older software and hardware. To understand why there are compatibility problems with Windows XP, it is important to broadly understand the history of Microsoft's operating systems. Historically, Microsoft operating systems have fitted into two categories:

Consumer Group	**Corporate Group**
Windows 95	Windows NT
Windows 98	Windows 2000
Windows ME	

The Consumer group was primarily aimed at the home users and Corporate group at the business users. Microsoft have now replaced both of these categories with the two versions of Windows XP mentioned above.

However, the key thing to remember is that Windows XP is based on the technology used by the corporate group of operating systems (i.e. Windows NT/2000). Although the basic architecture of the Consumer Group and Corporate Group is the same, there are key differences. It is these differences that have in the past required software applications and hardware device drivers to be written separately for one or both categories of operating system.

Therefore, in simple terms if software applications or hardware device drivers were written to be compatible with both categories of operating system then the chances are they will be compatible with Windows XP. If however, the software applications were written for the Consumer Group of operating systems only then it is highly probable that they will not be compatible with Windows XP.

On a positive note, at launch, Windows XP supported approximately 12,000 third-party devices -- from scanners and printers to external drives and add-in cards -- nearly twice the number supported by Windows 2000 at its launch. Windows XP also supports the vast majority of popular software applications. More than 1,500 new applications and 4,000 existing applications were tested. As a result of extensive testing in the United States, 90 percent of the 1,500 most popular applications (distributed in North America) will run on Windows XP. An additional 2,000 applications are being tested outside the United States, and initial results show that 80 percent to 95 percent are compatible.

Shutting Down

Don't forget to save any work you have done!

• Exit any programs you are using.

• Click on 'Start' and then 'Turn Off Computer'.

• Select 'Turn off' to shut down the computer.

You can use the 'Standby' and 'Restart' Options by simply clicking on them.

! NOTE: Standby is recommended for short periods of inactivity.

! NOTE: Switching the PC off without following the shutdown procedure should only be done in emergencies as this can cause loss of data and software corruption.

Logging Off or Changing the User:

To end your computer session and allow someone else to use the PC without Shutting Down:

• Click 'Start 'and 'Log Off '.

• Click 'Switch User '

or

• To end your session completely and return to the main 'Log In' screen:

• Click 'Log Off'

Connecting to the Internet

All our PCs come provided with the capability to sign up for a standard 56k modem **Supanet Internet** account immediately from setup. The Supanet Pay-As-You-Go and Supavalue accounts can use any telephone provider for connection. All other accounts require a **British Telecom (BT)** telephone line. Also, provided you have a BT line, the standard 56k connection speed can easily be upgraded to **Broadband,** which can provide up to ten times faster internet access. This is especially useful for large file downloads including movies and entire albums and will also provide smoother and faster on-line gaming.

Call Supanet **FREE** on **0800 915 8188** for advice on which package is best for you.

To connect to the Internet with Supanet (only available in the UK):
• Follow the simple registration screen that shows whenever the PC is switched on.
• Double Click on the Supanet Internet icon on the Desktop.

The PC connects to Supanet and Internet Explorer will open the Supanet Home Page.

Internet Explorer
Internet Explorer is the most popular method of browsing the Internet and comes already installed on your Desktop.

From **Supanet 's** home page you can start to explore the Internet.

Click on 'Help' and 'Tutorials' for online help pages about:

• Finding your way around the Internet.
• Using E-mail and Newsgroups.
• How to create your own website using Supanet WorldBuilder 2.

! If your telephone has a 'call waiting' facility you MUST disable this before connecting, as it may cause your connection to drop due to interference.

Comprehensive help files are also available from the Internet Explorer Help menu.

Closing the Internet Connection:
• Close Internet Explorer by clicking on the RED X in the top right hand corner.
• Click on 'Disconnect Now' to close your Internet connection.

Alternatively:
• Right-click the 'Connection Monitor' icon next to the clock and then click 'Disconnect'.

Outlook Express

Using Outlook Express:
Use **Outlook Express** (OE) to send and receive e-mail.

• Click 'Start 'and then 'E-Mail -Outlook Express'.
The dial-up connection box will appear.
• Click on 'Work Offline 'and then 'Hide ' to clear.
• Click 'Yes', if asked 'Do you want to make Outlook Express your default mail client?'

To create an email:
• Click on the 'New Mail 'button
• Type the recipient 's e-mail address in the box labelled "To:"
• Type in a subject for the message in the box labelled "Subject"
• Click in the main window and type your message.

To send your email:
• Click 'Send 'and the message will be stored in the 'Outbox 'folder.
• Click 'Send/Receive 'when prompted click yes to go online
• Click on 'Connect ' when the 'Dial Up Connection 'box appears

When the connection is established your message will be sent and a copy stored in the 'Sent Items 'folder.

To close Outlook Express and disconnect your Internet connection:
Choose 'File 'and 'Exit 'and 'Disconnect Now '.

To read emails sent to you:
• Launch Outlook Express and then 'Connect '

If you have e-mails waiting they will be downloaded to the **'Inbox'** folder.

• Click on 'Inbox' to see the Sender and Subject of the mail you have received.

The message is shown in preview the panel below.

   Or

• Double-click on any message to see it in a separate window.

! Don't forget to close your connection as described previously.

Creating additional e-mail addresses:
If you chose the username 'smith' on signing up to Supanet your email address would be smith@supanet.com.

You can also use anything@smith.supanet.com.

'Anything' is known as an alias. You can use as many aliases as you want. So each member of the family can have an e-mail address for example bill@smith.supanet.com, betty@smith.supanet.com, and ben@smith.supanet.com and so on.

Building Your Own Website

Once you have a Supanet Account you will be able to create your very own web site on a subject of your choice, from holiday snaps to an Internet Diary.

A website can be accessed by anybody on the Internet, so if you build a Diary, all of your friends and family can read it and find out how you are doing.

! NOTE: Make sure that no financial information is included in your website, also try to avoid providing information about your location and although it may be tempting it is not a good idea to reveal your primary email address as this could leave you vulnerable to viruses and marketing emails (SPAM).

Worldbuilder2

To aid you in creating your website, **Supanet** have provided **Worldbuilder2,** which is a program that runs across the Internet, this means that you do not install it on your PC.

This also means that you can access the program from anywhere that you have Internet Access.

If you have a business, and you are away and find something you need to update on the site, dial up Supanet on any Internet capable PC, click on My Webspace at the top of the page, and then click on Worldbuilder2 to login and build or administer your website.

Login by typing your Supanet account name and password in the fields shown and click the Login button.

For more information on accessing your Supanet account from other locations, please contact Supanet Support.

Launching Worldbuilder2

Once you have logged in to Worldbuilder2 you will see the following section.

You can get information about the Webspace allocated to your account.

In this section you can Launch Worldbuilder2 and start to design your website following the step by step guide provided.

Once your website is finished and you are happy with it, you can Publish Your Site to the Internet so that everyone can see it.

You can also Promote your website so that it shows up on Supanet searches, and also on International searches. There is nothing more satisfying than seeing your website show up on an Internet search.

Building your website

Once you click on Launch, the Worldbuilder2 program will open. As you can see it is a fairly simple menu, with full instructions in the panel on the left. The panel on the right shows your website as it develops.

Follow the instructions on the left; at some point you may want to leave it for a while, you may need more pictures if you are creating a photo album. At the top of the left hand panel there is **a Quit** button, pressing this will **automatically save** your work so that you can come back to it at a later date. You will be able to continue where you left off.

Security on the Internet

VIRUS ALERT!

If you have been listening to the news in the last few months you will have seen **Virus Alerts** that have even made it to the National News. Threats to your security, that even though possibly do not attack you directly, have unwanted side effects, such as data loss, Windows and application crashes and the inability to use the Internet. Some attacks can even steal your personal or financial details if stored on your computer; this information can then be used to invade your privacy or to obtain money from your bank or credit cards.

Nowadays the threat of a **Virus, Trojan, Worm** or **Hijack** is more real than ever, just connecting to the Internet can leave your computer open to malicious attack. Most new computer users report an attack within a few days, and some have reported an attack within just a few minutes of connecting to the Internet.

However there are ways to **reduce the risk of attacks,** to close the stable door before the horse bolts. Methods for reducing the risk include a mixture of common sense, caution and specialized software. Apart from the attacks that arrive without your interaction, most attacks arrive by downloading or clicking on something from the Internet.

Anti-virus Software:

The first step and still the most effective protection is Anti-virus software. Anti-virus protection works on two main levels. The first involves scanning files, documents and programs accessed on your PC or being downloaded from the Internet, for suspicious, virus type behaviour. This level of security is provided by the Anti-virus program itself, once installed on the PC. The second level is a list of viruses, which contains their names and what they are likely to do. The first level uses this list to cross reference suspicious behaviour, and help identify viruses.

Anti-virus software MUST be updated regularly, as often as possible, and if possible, every time you connect to the Internet. Most anti-virus software will automatically check for updates when you connect, some will need manually updating, always refer to the software documentation for information on this. Some updates will include changes to the anti-virus program and some will be just updates to the virus list. Program updates will nearly always require you to turn off your PC, and restart it.

Anti-hacker (Firewall) Software:

The second step is becoming more and more important as the Internet becomes more a part of our lives. Nowadays PCs are multimedia stations, capable of providing digital entertainment, some of which can be found on the Internet. To access this entertainment new ways of connecting to the Internet have been incorporated into Windows XP. This enhanced use of the Internet can leave you open to attack, directly by hackers. This type of attack is usually not detected by anti-virus software.

Firewall software allows the information you want to leave the PC, and only the information you request to come down from the Internet.

Common Sense and Caution:

However the specialized software above loses some of its potency if common sense and caution are not also utilized. For instance, no companies send requests in email for account information, nobody will ask you for your password in an email or in a window that pops up. Account and password information will only be requested during a process that you begin yourself. I.e. on the Supanet website, their webmail function will ask for your account and password, but only when you click on the EMAIL button to begin the process.

Never open or preview emails that arrive from people you do not know, and to verify that emails from people you do know were definitely sent by them, agree a code that you can place in the Subject Line.

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SPAM

Spam is a form of unsolicited email from marketing firms on the Internet, just like the ordinary mail you get through your letterbox, but emails can be of an adult nature or worse.

Always try to keep your primary email safe, just for friends and family. Create an alias for use when registering for newsletters on the Internet, as they may pass your details on to a spam organization, contact your Internet Service Provider (ISP) e.g. Supanet for more information about spam and ways to combat it. There are also software programs available that will filter spam out of your email.

Supanet is dedicated to preventing spam and has active filters on its servers that hunt for possible examples of spam. There are also websites dedicated to answering any further questions you might have about spam. Spam offenders are placed on a blacklist that prevents them from using their account from sending massive amounts of emails, effectively putting them out of business.

! NOTE: Never give your account or password details to anyone, apart from a Supanet or your own ISP advisor as this account could then be stolen and used for spamming other people. You would then be identified as a spammer yourself, and your account would be disabled.

Popups

Popups are adverts that appear in the middle of the screen at random while you are browsing the Internet, they can often be harmless and are a part of the website's normal operation. But sometimes these Popups can be of an adult nature or contain viruses.

When in doubt about a Popup use your **Task Manager** to End the Process.

On your keyboard using the left hand hold down the **Ctrl** key (bottom left of the keyboard) and the **Alt** key (just to the right of Ctrl), now while still holding those keys down, press (once) the **Delete** key (just above the Arrow keys).

The "Task Manager" will show up with the Popup listed, click on it once with the mouse and then click on **End Task,** this will shut the Popup down safely.

You can also buy software that will prevent Popups from showing up, and some software will even prevent the Popup from being downloaded from the Internet, which will help to save your download time.

19
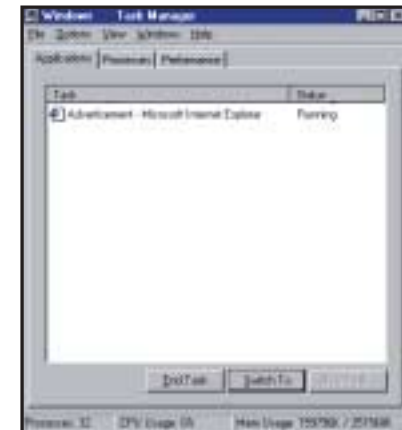
Disk Drives

Your PC stores the programs and data you use on one to four, different drives.

The number and type of drive varies depending on the PC ordered.

DRIVE	CAPACITY	DRIVE TYPE
A: Floppy drive		
(normally 3.5")	1.44Mb	
B:	Additional Floppy drive (not normally fitted)	
C: Hard disk drive	Depends on PC ordered.	
D: CD-ROM or		
DVD-ROM drive	650Mb or 4.7Gb up to 17Gb	
E: CD-Writer or	650Mb or 4.7Gb up to 17Gb	
DVD-Writer (if fitted)		

Windows XP places Hard Drives at the start of the alphabet, beginning with the letter 'C' so the first drive is C: then Windows XP places Optical (CD) Drives after the Hard Drives, so with only one Hard drive installed as C: the CD-ROM Drive would show as D: If another Hard Drive were installed, Windows XP would set that as D: and so the CD/DVD-ROM Drive would become E: and if another CD Drive were fitted that would become F: and so on.

Removable Drives/Storage

Windows XP has the ability to access information on drives that can be removed from the PC. Always read the documentation for the drive for removal instructions.

Examples of storage that Windows XP can see as a removable drives are:

• Digital Cameras.
• Zip Drives.
• USB Pen Drives.
• Multimedia - Card Readers.

The Hard Disk Drive

! IMPORTANT NOTE: Avoid keeping magnetic objects near your PC and your Floppy Disk collection. Magnetic fields destroy data stored on Floppy and Hard Disk Drives.

How much space do I have left?
• Click 'Start' and then' My Computer'
• Right click on the C: drive icon.
• Choose 'Properties' from the menu

The pie chart shows how much of the hard disk has been used up.

If the drive is becoming full, you can.

• Uninstall any programs you no longer use.
• Consider running the maintenance tasks listed below

Defragmenter:
Defragmenter reads and re-saves all the files on the disk in continuous blocks to allow quicker access.

• Click →'Start', →'All Programs', →'Accessories', →'System Tools', →'Disk Defragmenter'.
• Choose the hard drive you want to defragment.
• Click 'Analyze' to perform a check on the drive.
• Click the 'Defragment' button, if recommended, to start the process.

Depending on the size of the Hard Drive and the amount of space used defragmentation can take several hours to complete.

Check your progress by watching the progress bar, which may sometimes pause for several minutes at around 10%.

Don't worry - just wait for the progress bar to start moving again.

If the defragmenter program keeps starting from the beginning again, then another program is interfering with the process.

It is always best to run defragmenter when no other programs are running, especially screensavers.
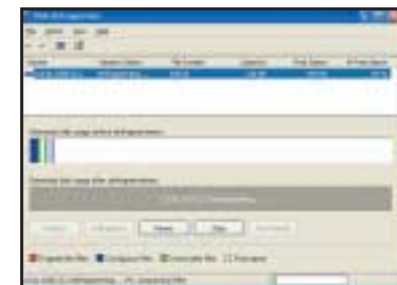
Disk Cleanup

Disk Cleanup helps you free up space on your hard drive by identifying files you can safely delete.

To start Disk Cleanup:

• Click 'Start', 'All Programs', 'Accessories', 'System Tools' and then 'Disk Cleanup'.

Recycle bin:
You can deposit files in the Recycle Bin but still retrieve those files you may have accidentally removed unless you 'empty' the bin, which removes the files completely from view.

If you need more hard disk space and to maintain your Hard Drive performance you should regularly 'empty the recycle bin'.

• Open the bin by double-clicking on it
• Click on 'File' and 'Empty Recycle Bin' to delete the contents permanently.

CD-ROM Drives

Understanding Disk Formats
CD-Audio: CD disc with audio tracks in the CDDA (Compact Disc Digital Audio) format, which is the standard for recording music tracks on a compact disc.

CD-ROM: (Compact Disc Read Only Memory):

A compact disc format used to hold text, graphics and hi-fi stereo sound. An audio CD player cannot play CD-ROMs, but CD-ROM players can play audio discs.

DVD-Audio: An audio-only storage format similar to CD-Audio that can also contain music videos, graphics and other information.

DVD-ROM: (Digital Versatile Disc-Read Only Memory):

A read-only DVD disc used for storing data, menus, audio and video. Most DVD-ROM drives will play DVD-Video movies, but some home DVD players cannot play DVD-ROMs.

CD-R: The most popular format for writing discs, CD-R normally holds up to 650MB of information, but larger, less compatible discs are available up to 1GB. The discs are inexpensive and can be used to share data with any PC equipped with a CD-ROM drive.

DVD-+R: DVD-+R is similar to CD-R in that you can write to the discs only once. But it has much more storage capacity (up to 4.7GB of data). These discs are normally used for burning high-quality video to be played on a DVD player.

CD-RW: Unlike the CD-R format, the CD-RW format can be written to and erased multiple times. CD-RW drives read and write to either CD-R or CD-RW discs, but many older CD-ROM drives cannot read CD-RWs.

DVD-+RW: Like CD-RW, DVD-+RW is a re-writable format. The drive can also create CD-RW and CD-R discs.

DVD-Video: These are the DVD movies you buy in the store. These disks use high quality MPEG2 video and digital surround sound.

Common CD ROM Functions:
Most CD-ROM drives have these functions in common:

• Stop/Eject Button.
• Power/Read Light.
• Manual release button/eject.

As you can see from the illustration below the CD-ROM Drive has a small round pinhole, pushing a long pin into this hole will manually release the tray and the CD-ROM drawer will open. This can be useful if a CD Disk ever becomes stuck in the drawer.

! Remember, never force the drawer, forcing the drawer can cause further damage to the unit.

Operating the CD-ROM Drive:

• Open the disk tray by pressing the eject button.
• Place an audio **CD/CD-ROM** disk in the centre of the tray with the printed side of the disk
  (label) facing upwards.
• Close the disk tray by pressing the eject button. The drive is now ready for operation.

! NOTE: Most CD-ROM disks will 'auto play' i.e. start to run as soon as the disk is loaded into
the drive. Some CD-ROM Drives will not 'auto play', as a safety feature to help prevent
accidentally interrupting the normal operation of the system.

CD-Writers

A **CD-RW** drive reads and plays CDs like an ordinary CD-ROM. It also writes data to CD-R and
CD-RW disks. Data written to a CD-R disk cannot be deleted. But data can be added until the
disk is full. CD-RW disks work the same as CD-R disks, but data already on the disk can be
deleted, you can delete individual files or even clear the entire disk. Most CD-RW disks allow
this to be done hundreds of times. Some PCs come fitted with a CD-Writer drive. Our CD write
capable drives come ready to use with all the necessary software to create audio and data CDs.

! Not all CD-R and CD-RW disks are compatible with every CD Drive, as CD Drives are
constantly being updated and improved by the manufacturer. Please contact Support for
recommendations if you are having difficulty.

! Windows XP has built in support for CD writers and you can save information on CD-R and
CD-RW disks in the same way that you can copy files to a Floppy Disk or Hard Drive.

To Copy Files and Folders to a CD:

• Insert a CD-R or CD-RW into the CD-Writer drive.
• Click on the files or folders you want to copy to the CD.
• Click 'Copy this file' under 'File and Folder Tasks',
  'Copy this folder', or 'Copy the selected items'.

In the Copy Items dialog box click the CD-RW drive, and
then click 'Copy'.

In My Computer, double-click the CD-RW drive. Windows
displays a temporary area where the files are held before
they are copied to the CD. Verify that the files and folders
that you intend to copy to the CD appear under 'Files ready to be written to the CD'. Under CD
Writing Tasks, click 'Write these files to CD', and follow the on-screen instructions.

Alternatively you can click 'File' and then 'Write these files to CD'.

Hints on writing CDs:

• If you choose not to write the files in the temporary folder to a CD, you will see a reminder
  that the folder still contains files when you start the PC.
• Do not copy more files to the CD than it will hold. Standard CDs hold up to 650MB.
• Check you have enough space on your Hard Drive (C:/) to store the temporary files created
  during the CD writing process. For a standard CD, Windows reserves up to 700MB of the
  available free space.
• After you copy files or folders to the CD, view the CD and open the file to confirm that the
  files were copied.
• Blank CD-R and CD-RW disks vary greatly in quality. Always buy blank disks from brand name
  manufacturers -and never use unbranded 'white label' disks as they can be of poor quality.

! IMPORTANT NOTICE. CD copier software is designed to assist you in reproducing material in
which you own the copyright or have obtained permission to copy from the copyright owner.
Unless you own the copyright or have permission from the copyright owner, you may be
violating copyright law and be subject to payment of damages and other remedies. If you are
uncertain about your rights, contact your legal advisor.

DVD-ROM Drive

Some systems may have a 'Digital Versatile Disk' **DVD-ROM** drive, which at first glance looks like
a CD-ROM drive but has the DVD logo on the front panel to differentiate it from a CD-ROM drive.

A double-sided DVD-ROM disk holds up to 17Gb of information to run comprehensive
multimedia, games software, and digital quality movies.

Viewing DVD Movies:

Put your DVD movie in the drive and Windows XP will
ask you what program should play the DVD, most
systems are provided with **PowerDVD** already installed
and ready to play.

Once PowerDVD starts a small **control panel** will
appear with controls exactly like a standard home DVD
player. Controls like 'PLAY', 'STOP' and 'FAST
FORWARD'.

DVD disk regions:

DVD disks and players have embedded 'region codes' so that, for example, DVD disks
released for 'North America' will not be playable in Europe.

! When buying DVD movies always make sure that they are for use in Europe - Region 2.

DVD-+Writers

A **DVD-+R** or **DVD-+RW** Drive can perform all the functions of the CD Drives listed above. It
can read and play CDs like an ordinary CD-ROM. It can also write data to DVD-R and CD-RW
disks. It can also read DVDs and can also write data to DVD-R and DVD-RW disks. As before
data written to a CD-R disk cannot be deleted. But data can be added to the disk until the disk
is full. DVD-RW disks work the same as DVD-R disks, but data already on the disk can be
deleted, you can delete individual files or even clear the entire disk. Most DVD-RW disks allow
this to be done hundreds of times. Some PCs come fitted with a DVD-+ Writer drive. Our DVD
Write capable drives come ready to use with all the necessary software to create audio, data
and DVD disks.

Hints writing DVDs:

• Avoid interruptions. Make sure there are no programs running that could periodically
  interrupt your computer's operations. Switch off programs such as screen savers, e-mail,
  virus updates and fax software. Also, log off the network to prevent anyone accessing your
  hard drive during burning.
• Keep files in the same place: If the files you want to burn are scattered all over your hard
  drive, the burning software may have trouble finding them quickly enough to send them
  smoothly to the burner. Keep all your files in the same folder or even better; reserve a
  partition on your hard drive for storing disc images. Do not copy across a network.
• Create a real disc image: most burning software gives you the choice of creating a real disc
  image of the files to be burned or burning them "on-the-fly". A real disc image is a single
  file that contains all the files you want to burn. It's time consuming and takes up hard disc
  drive space, but it's a safer bet when burning lots of smaller files to a recordable disc.
• Defrag often: When you save a file to your hard drive, the data is written to blank parts of
  the disc. As a result, the file's data is fragmented. When you access a file, the software has
  to find all the fragments, which can slow things down. Defragmentation, or "defragging"
  consolidates files into a single, contiguous space for fast access.

• Burn slower: Record at a slower speed, which does not empty the buffer as fast as high-speed burning. This is especially important when copying many small files or copying a CD from a CD-ROM drive that is slower than the burner drive.

• Test first: while CD-Rs are relatively inexpensive, other media formats can be expensive. It's a shame wasting them during unsuccessful burns. So before burning, have the software do a test burn.

• Test last: While this has nothing to do with buffer underrun, it's a good way of avoiding unpleasant surprises, and it's easy. When you've burned a disc, try to play it on the intended player.

Audio CDs:

When you place a music CD in the CD drive, the

Windows Media Player (WMP) will automatically run.

It looks like a normal CD player, with buttons for controlling the tracks you listen to.

You can:

• 'Play', 'pause' and 'stop' a CD from playing and use the skip buttons to move between tracks or parts of tracks.

• Play many other types of multimedia files including MP3, WAV and MID audio files and AVI, ASF and MPEG movie files.

• Organize all the multimedia files on your PC for easier storage and retrieval.

• Listen to radio stations from all over the world and find other multimedia content quickly and easily, when you're connected to the Internet.

• Transfer multimedia files to your hard drive, and also to many of the latest portables and handheld PCs.

Game Controllers

Connections:

USB game controllers plug into the USB port on the connector panel at the back of the PC. If you have both a game pad and joystick, have only one of these devices plugged in at any one time.

Game controllers will work only with software that is designed to use these devices. With some software (especially games) you may be asked to select the keyboard, game pad or joystick before you can use it.

Installation:

These instructions refer to the game controllers supplied with certain PCs. If you have purchased a different game controller you should follow the instructions that were supplied with it.

Plug the game controller into USB port 2. We recommend that you always use this port for the game controller. A message box saying that new hardware has been detected will appear on-screen.

The game controller is now ready for use.

Testing and calibrating:

Follow the installation procedures for the game controller before installing any games.

Some games software will automatically respond to the controller being used.

However, you may need to:

• Choose the 'Configure Game Controllers'.

• Choose the controller you wish to use from the game's Option Menu.

Once the game controller is installed check that it is working.

• Go to Control Panel.

• Double-click on 'Printers and Other Hardware'.

• Double-click 'Game Controllers'.

• Click on the controller you want to check and click 'Properties'.

From the 'Test' tab check your joystick is working properly by testing the movement and all the button functions.

To calibrate the controller for optimum performance:

Click the 'Settings' tab.

When you have followed the instructions for the tests, click on 'OK' and 'OK' again to return to the Control Panel.

Modems

A modem links your PC to the telephone line so that you can access the Internet or send and receive e-mail. Most PCs are fitted with the latest V92 56K modems.

! NOTE: Services such as 'Call Waiting' can interfere with the correct operation of the modem whilst you are connected to the Internet or your e-mail. Always disable these features before using the modem.

! NOTE: Modems damaged by thunderstorms are not covered by the warranty. Surge protectors are available that allow the modem cable to be protected.

Physical Connection:

You use the cable supplied to connect the modem from the 'Line' socket at the back of the PC to a telephone point in the home/office. Please refer to your Setup Guide for information on connecting your modem telephone cable. If you need to use a telephone extension cable to connect the PC to a telephone point, please ensure it is BT approved and preferably compatible with modem data communications.

Firewire (IEEE 1394) Ports

Firewire (also called IEE 1394) allows the high-speed transfer of high levels of data in real-time between video and audio devices, and scanners at a faster rate than a USB 1 type port. Not all PCs have built in Firewire ports; please refer to your setup guide for more information. Firewire ports are usually located in the expansion port bays on the back of the PC.

! NOTE: On systems featuring a built-in Firewire port you should install a driver for the peripheral device to connect with the IEEE 1394 port. For details please refer to the manual that comes with the peripheral device.

LAN Network Port (Ethernet)

! NOTE: Some models have an optional internal 10/100 Base-T LAN port that can connect your computer to other computers, networks or cable broadband services through a local area network (LAN). This supports data transfer rates of between 10Mbps and 100Mbps.

The built-in LAN port provides a standard RJ-45 connector.

To connect the cable to your LAN port:

• Connect one end of the cable into the network wall outlet, your hub or ADSL router if you have one.
• Connect the other end of the cable into the computer RJ-45 LAN port.

Getting Help In Windows XP

Windows Help and Support:

• Click 'Start' and then 'Help and support' for a detailed list of subjects where help is available. Help can also be obtained in Windows by pressing the 'F1' key.

  or

• Type a keyword or phrase in the 'Search' panel and Windows displays a list of associated topics.

  or

• Click 'Index' to see a complete list of topics to select from.

The Tour Windows XP option in 'All Programs/Accessories' will give help and advice in using Windows, including animated demonstrations and walkthrough guides.
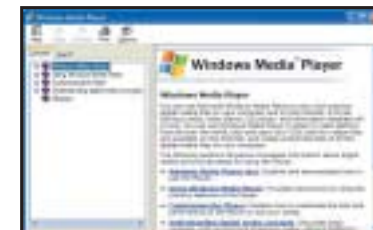
Application Help:

Most Windows applications have their own help screens via the application's 'Help' menu.

You can get help by choosing a subject, viewing an index or searching for keywords and phrases.

Pressing the 'F1' key may also activate this help feature.

Electronic Manuals

You can view the text and graphics of a printed manual in electronic format (PDF) via the Acrobat Reader software preloaded on your PC. The Acrobat Reader program is also available on the System and Driver CD supplied with your PC, if you need to re-install it. Just place your Driver CD in your CD-ROM and click on Acrobat Reader when the menu pops up.

Double-click on any PDF file to read it.
When you buy software on CD, look through the contents of the disk for the manual.
Also the CD case may include a booklet with help or advice on installing and using the software.

! The System and Driver CD supplied with your PC, and the CDs in any included software packs also contain relevant electronic manuals.

Feature Help:

Whenever you see the '?' symbol in the top right corner of an applications window, you can:

Click on the question mark.

Then click the feature you require help on.

The Reload CD (if supplied)

Your support pack comes with a Reload CD to restore the software on the PC to its 'out-of-the-box' condition.

Reload CD Features:
• It is easy to use.
• Requires no special knowledge or technical expertise and will fix most software problems quickly.
• Saves the time and expense of returning the PC or calling our Customer Care lines.

When to use the Reload CD:
Your PC may not work because software can conflict with other files on your PC or certain key files may have been accidentally deleted or damaged.

The Reload CD will:

• Restore every file on your computer to how it was when you switched it on for the first time - its 'out of the box ' state and clear any corrupt file or virus from the Hard Drive.
• Get the PC working again, if your computer has trouble with booting up problems, sound, display, CD/DVD drives or starting applications.

How does it work?
A small area of your hard disk drive holds a copy of the Windows Operating System and all the software pre-loaded on the PC. This area cannot be deleted or overwritten and is compressed to take up as little space as possible. The Reload CD will remove all the preloaded software and any personal data on the hard drive and replace it with the copy to return your PC to its 'out of the box ' state.

! Warning. In the event of hard drive replacement by the end user you will not be able to run a reload, as the hidden partition is created here at the factory.

What will not be restored?
• Any programs you installed from CD or floppy disk or downloaded from the Internet since receiving the PC.

However you can reinstall them after using the Reload CD

• All the data files that you have created and stored on the hard drive such as word processor documents (and templates), database files, digital camera pictures and scanned images.

If you want to keep any of these files, you must copy them to floppy disks or on to a blank CD (if your system has a CD-writer).

How to use the Reload CD:
• If you can, copy the data files you have created onto floppy disks and/or CDs.
• Insert the Reload CD in the CD-ROM or DVD-ROM drive, with the label facing up.
• Switch the PC off with the disk still in the drive.
• Switch the PC back on again.

The PC will restart and show a new menu. This menu gives you the option to 'R' Restore.

Press 'R' on the keyboard and follow the on screen instructions.

The computer will then start the Reload process, which may take around 10 to 20 minutes.

• Once prompted, remove the Reload CD and restart the PC.
• Keep a record of the Reload code that shows at the end of the process.

Before Using the Reload

Save your work using a common folder. Make a note of the folder and where you are saving it, so you can copy it back after using the reload CD.

Many applications use the 'My Documents' folder as the default folder for saving files.

You can also print out your e-mail address book from Outlook Express.

• Click on 'Addresses', then 'Print'.
• Select 'All' and choose a format for the list.
• Click 'OK'.

First print out any e-mail messages in the Inbox and Outbox you need to keep, as the Reload process will delete them

• Start Outlook Express,
• Click on the 'Inbox' or 'Outbox',
• Highlight the message you want and
• Click 'Print' followed by 'OK'.

Copying files and folders to floppy disk or CD:

• Put a blank floppy disk in drive A:
• Click 'Start'
• Select 'All Programs', 'Accessories' and 'Windows Explorer'

NB Windows Explorer is a 'file manager' for all the files on your PC. It is split into two panels. In the left panel are all the folders on the hard drive and any other drive on your system, such as the floppy drive and the CD-ROM drive. The right hand panel shows the files that are contained in each folder.

• Click on a folder in the left panel to see the files it contains in the right panel.

NB Some folders are marked with a small plus sign '+'. This indicates that the folder contains sub-folders.

• Click on the '+' to see these sub-folders displayed.
• Select any folder that contains your data files
• Click on the required filename to choose and highlight the one you wish to back-up.

NB If multiple files are required, hold down the 'Control' key and click on each file you need.

• When you have selected all the files let go of the 'Control' key.
• Right-click on any of the highlighted files and choose 'Send To'.
• A sub-menu will display '3.5 Floppy (A)' or your CDRW drive.
• Choose the relevant drive and select it.

NB A file transferring process will then begin.

Alternatively, to speed things up:

• Select the folder itself (rather than individual files in the folder) and send this to the floppy A: drive.

NB A message may appear giving details of any files or folders that you are copying, which already exist on the floppy disk. You can either cancel the copying of that file or overwrite the version of the file that exists on the floppy disk.

The System/Driver CD

The System/Driver CD supplied contains drivers for a range of PCs. Drivers allow a piece of hardware such as the graphics controller or a printer) to communicate with the rest of the PC.

If drivers are accidentally changed or deleted, the hardware they control may not work correctly.

Depending on the PC you ordered the CD might include drivers for:
• DVD decoding
• Motherboards
• Display Cards
• Sound Cards
• Modems
• Joysticks and Game pads
• Printers
• Direct X
   And
• Electronic manuals

! IMPORTANT!
The information in the electronic manuals is of an advanced nature and should not be used unless you are comfortable with the technical aspects of Windows.

Please have this CD to hand if a support advisor is guiding you through a procedure to solve a problem.

Troubleshooting

This section provides you with help and advice and tries to answer all of the FAQs (Frequently Asked Questions). A few minutes spent here may save you the time and expense of contacting our support lines.

NB You can also get on screen help in using Windows as well as many software applications by pressing the F1 key.

My computer won't turn on:
Please check:

• All the cables and connectors are correctly installed.
• Both the system unit and the monitor are turned on, as each has its own switch.
• The mains socket on your wall is working and turned on.
• The system unit 's power cable is plugged in.
• Some system units also have a power switch on the back of the Computer. Check that is in the 'on' position.
• The fuse in the mains power cable for your system unit.
• Always replace a fuse with one of the same rating; the mains leads of both the system unit and the monitor should be fitted with 5A fuses.
• If a replaced fuse immediately fails again, you should not use the PC further but seek advice from support staff.
• The power cables.
• Unplug any optional peripherals (if connected), such as printers, scanners and other USB devices.
! NOTE: You can swap cables over to determine if there is a break or short in one of the cables, for example the power cable for the monitor with the power cable for the system unit.

The display is blank when I turn my PC on:
The monitor's power indicator light is not lit.

• Check that the system unit is turned on and that the power light is lit.

NB If not, refer to 'My computer won 't turn on' above.

• If the PC power light is lit, but the monitor is not, try turning the monitor off and back on again.

NB If the monitor 's power indicator then flashes on and off, then refer to 'If the monitor's power light is lit' below.

• Check the power cable is securely connecting the monitor to the mains socket and the monitor signal cable is securely plugged into the PC.

• Unplug the system unit 's power cable and plug it directly into the monitor.

NB If the monitor 's power indicator lights up, then replace the monitor power cable.

If the monitor 's power indicator still does not light up, then there is probably some other problem with the monitor.

If the monitors power light is lit.

• Sit tight and wait for a moment.

NB When a monitor is turned on, it can take a minute or so before the display appears.

• Check that the brightness and other controls are correctly set. Try adjusting them to the minimum and maximum settings allowed.
• Check that the system unit is turned on as well as the monitor.
• Double-check that the signal cable connecting the monitor to the system unit is properly connected.

An "out of range" error message appears when powering on for the first time in Windows XP:

• Restart the PC.
• As it starts, rapidly and repeatedly press the (F8) key or (F5) key to display the advanced options menu.
• Select the option "Enable VGA Mode". Press 'enter'.
• When you see 'select operating System to start', press 'enter'

NB You should only have Windows XP listed there.

• Click on a popup message which will eventually appear on the bottom right of your screen
• Click on the 'yes' button after the "windows will try to adjust your screen resolution" message appears and then click 'yes' again

My computer just beeps at me when I turn it on:

If the system unit comes on, but beeps at you continuously:

• Check if any keys on the keyboard are depressed
• In case of spillage, leave the keyboard to dry out overnight and try again the next day.
• Unplug any optional peripherals (if connected), such as printers, scanners etc.
• Unplug the Keyboard and Mouse from the PS/2 ports and shut down and restart the machine.

NB If the beeping stops it would appear to be either a faulty keyboard or Mouse. You might try a friend's keyboard and mouse on your machine as a check.

I get an error message on the screen when I turn my computer on:

'Disk boot failure' or 'Invalid system disk'

• Remove any floppy disks and CD-ROMs from the drives and press 'Enter'

   or

• If this doesn't work, please seek advice from Technical Support to check the settings on your computer.

'CMOS Battery state low'

• Replace the CMOS battery which provides the power for the PC to maintain a small store of vital information including the date and time.

Keyboard not detected or Mouse not detected

• Check that the mouse and the keyboard are plugged into the correct sockets at the back of the PC.

   or

• Check if they work on a friend's computer.

The Windows logo stays on the screen and nothing else happens.

   or

The PC has started but the keyboard and/or Mouse don't work.

• Check that the mouse and keyboard cables are in the correct sockets. If not, switch off the PC, swap the cables and switch back on.

My system won 't let me copy a file onto a floppy disk.

• Ensure the floppy disk is formatted, not full and not write-protected.

I left my PC unattended for a few minutes and now the screen is blank.

• Move the mouse or press a key to bring back the screen, as the power management system has put the PC in standby mode.

Which are the 'back slash 'and 'forward slash 'keys?

• The back slash key '\' is next to the 'Z 'key.

• The forward slash '/' is on the same key as the '?'

When I press the '£'key I get the '#' symbol or when I press '@' I get '"'

• Use the 'Regional Settings 'option in 'Control Panel 'to select the English/British keyboard' to change from the US settings as above.

Troubleshooting Modems

If you experience problems whilst trying to use the modem for e-mail or accessing the Internet there are a number of checks you can make to try to find out where the problem lies.

Check that the PC can detect the modem:

This is only an internal test and does not check the ability of the modem to send data down a phone line.

• From the 'Start' button choose 'Control Panel'.
• Click on 'Switch to Classic View'
• Double-click on the 'Phone and Modem' icon.

The Modem Properties box is displayed make sure that the modem name is highlighted.

• Select the 'Diagnostics' tab.
• Now click on the 'Query Modem' button to check that your modem has been installed correctly.
• The window above should show 'Success'.

'No dial tone' message whilst trying to e-mail or connect to the Internet:

If you get this error, work through each of the following steps in turn:

• Start by checking that the modem cable is connected to a working phone socket. As a test, plug a phone into the socket and listen for a dial tone.
• Make sure the modem cable is plugged into the socket marked LINE on the modem at the back of the PC. Also check that it is securely plugged into the phone socket.
• Make sure no one is using the telephone line at the same time.
• Check the amount of telephony devices (modems, phones, fax machines etc) on the telephone line.

Each such device will have a REN number and adding together the REN of each device on the line will give a total REN value. If this value is too high (typically greater than three) there is less chance of the modem connecting. In these cases, unplug one or more devices from the telephone line and try connecting again. Most modems have a REN of 1 and the number of other devices is usually printed on the underside of the device.

! NOTE: Extension cables can cause connection difficulties. If you are using an extension cable make sure that it is BT approved and if possible approved for data communications. If possible, try connecting without it.

! NOTE: Modems damaged by thunderstorms are not covered by the warranty. Surge protectors are available that allow the modem cable to be protected.

Useful Web sites

TOTAL CARE SUPPORT
WWW.TOTALCARESUPPORT.COM

The following third party Websites are not under the control of the PC Manufacturer. As such, the manufacturer does not accept any liability for the content of the sites and you visit these sites at your own risk. Also these links are provided as a service to our customers and their inclusion does not imply any endorsement of the site and its material.

LEXMARK
WWW.LEXMARK.CO.UK

GIGABYTE
WWW.TW.GIGA-BYTE.COM

CYBERLINK
WWW.GOCYBERLINK.COM

SAMSUNG
WWW.SEC.SAMSUNG.CO.KR

JENOPTIK
WWW.JENIMAGE.COM

NVIDIA
WWW.NVIDIA.COM

ATI
WWW.ATI.COM

CHAINTECH
WWW.CHAINTECH.COM TW

MICROSOFT
WWW.MICROSOFT.COM/UK

ALBATRON
WWW.ALBATRON.COM TW

GSP & DK SOFTWARE
WWW.GSP.CC

INTEL
WWW.INTEL.COM

AMD
WWW.AMD.COM

KASPERSKY
WWW.KASPERSKY.COM

NORTON
WWW.NORTON.COM

MICROSTAR
WWW.MSI.COM.TW

CREATIVE LABS
WWW.EUROPE.CREATIVE.COM

This Manual

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This equipment conforms to:

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